

<p style="text-align: center;">CITY OF BEAVERTON Computer Service Technician Lead</p>

General Summary

Provide a lead role in monitoring and evaluating the Service Help Desk, contingency planning and assisting the Information Services Manager in the purchasing process. Perform a variety of duties related to information services and technology in the fields of communications, telephone, networks, computer systems and equipment.

Key Distinguishing Duties

Overall responsibility for supervising the Computer Service Technicians, installing and testing various software and performing preventative maintenance and scheduled upgrades to existing computer equipment.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Assign, schedule and review staff work. Provide coaching to employees and provide input into performance evaluations. Participate in the selection process.
2. Monitor results of customer satisfaction surveys. Model and coach employees on excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
3. Assist the Information Services Manager with the development of the Emergency Operation Plans for the City. Assist the Information Services Manager in ordering products and services.
4. Install and test various system and application software packages. Provide software support to users and instruct staff on basic to advanced elements of varied hardware systems and software application packages.
5. Perform preventative maintenance and scheduled upgrade to existing computer equipment. Assist in the implementation and administration of the City's network systems. Assemble and configure network components and associated services. Perform network troubleshooting to isolate and diagnose common problems and assist in general network administration.
6. Coordinate and schedule data processing jobs with user departments. Perform general data entry.

7. Evaluate general cabling needs for new offices or offices being remodeled. Advise contractors of desired cabling configurations and coordinate its installation. Test and configure communication, network, local and central computer systems.
8. Schedule and conduct security back-ups on City or department computer systems. Ensure that back-up systems are maintained in a secure location and correct documentation is undertaken.
9. Serve as a member of the Information Services division leadership team. Evaluate performance and program effectiveness and recommend action for improvement as necessary. Prepare reports.
10. Assist in the preparation and monitoring of the section budget.
11. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
12. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
13. Produce an acceptable quantity and quality of work that is completed within established timelines.
14. Represent the Information Services division and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
15. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
16. Participate in the City Emergency management program including classes, training sessions and emergency events.
17. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
18. Follow standards as outlined in the Employee Handbook.
19. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Advanced knowledge of computer hardware and software.
- ◆ Advanced knowledge of communication and network environments including cabling.
- ◆ Advanced knowledge of practices and principles of personal computer maintenance.
- ◆ Advanced knowledge of hardware and software troubleshooting.
- ◆ Advanced knowledge of peripheral devices.
- ◆ Advanced knowledge of theory and principles of information services including personal computers, network systems and computer operating system standards.
- ◆ Working knowledge of the laws and regulations governing information services and technology.
- ◆ Working knowledge of practices and principles of public/business administration and decision-making as related to information services services.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to communication and network environment.
- ◆ Working knowledge of public purchasing and contracting laws and regulations related to information services.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.

Skills/Abilities Required

- ◆ Advanced skill in a multiple computing environments.
- ◆ Advanced ability to identify and repair hardware and software systems problems.
- ◆ Advanced ability to install, service and repair various computer equipment in a wide area network.
- ◆ Advanced ability to understand and apply technical manuals.
- ◆ Advanced ability to understand and write documentation.
- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to develop budget input and cost estimates.
- ◆ Strong ability to productively lead and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to effectively lead a staff including training, coaching, scheduling and reviewing work.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Strong ability to communicate technical information effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word processing, spreadsheet programs or other application software as required for position.
- ◆ Ability to use general office equipment including typewriter, adding machine and copier.

Minimum Qualifications Required for Entry

High school diploma or GED and 3 years experience in computer support in a networked environment including some experience in a lead role or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Frequent focus on a computer screen for prolonged periods; daily precise control of fingers and hand movements; daily standing for prolonged periods; regular bending, stooping, crawling and working in confined spaces; occasional lifting, moving, carrying of objects over 75 pounds; occasional dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; daily operation of a motor vehicle on public roads.

Classification History

As of 10/97: Computer Service Technician

Revised: 1/98

New class specification title 1/98: Computer Service Technician Lead

Revised: 11/04

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date